Soaring Above
the Clouds

Serving the People Who Serve the People

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A Message from the Office of Diversity, Equality, & Training

One of the things we have come to learn is that employees throughout the Commonwealth possess a tremendous range of skills, competencies, and experiences. With that said, continuous learning becomes even more essential given the ongoing and rapid changes in the work world.   While fiscal restraints require state and local governments to do more with less, we must anticipate and meet future challenges with increased effectiveness, innovation and creativity.

At the Office of Diversity, Equality & Training (ODET), we are excited to have the opportunity to continually offer programs that meet the evolving needs of the Commonwealth by providing a variety of courses and curriculum for the various stages of an employee's career. Not only is ODET committed to promoting individual growth, the agency has revitalized efforts to assist organizations as a whole. We strive to encourage employees to pursue learning for job satisfaction, personal growth, and career advancement.

As your partners in learning, we value your input and feedback. Please let us know how we can improve the content, design and/or delivery of our services.

We are proud of your personal dedication to continual improvement as you seek to enhance your knowledge, skills and services. We encourage you to make this year the year that you soar above the clouds of success and take advantage of these courses and organizational consulting opportunities.

Sincerely,
The Staff at
Office of Diversity, Equality & Training

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Certificate of Supervisory Essentials

The Certificate of Supervisory Essentials (CSE) focuses on the most important statutes, regulations, policies, procedures, and best practices for supervisors employed by the Commonwealth of Kentucky to follow. Participants benefit by gaining an awareness of the extensive regulatory framework within which the Commonwealth complies. This heightened awareness can help the supervisor steer clear of such potential workplace problems as below-standard employee performance, workplace harassment/ discrimination, poor hiring choices, and many more issues.

The Certificate of Supervisory Essentials is for Executive Branch employees who are currently in supervisory positions or aspire to attain a supervisory role.

CSE Courses:
- Overview of the Merit System*
- Hiring and Selection Process: Best Practices
- Managing Employee Performance*
- Employee Discipline and Documentation
- Fundamentals of Safety and Health*
- Workplace Violence Prevention for Supervisors*
- Anti-Harassment Awareness
- Embracing Diversity in the Workplace
- Executive Branch Ethics*
- Valuing Employee Input*
- Career Development

Applications are available through ODET's website. Candidates can apply for enrollment during one of two periods each year: June 1-30 or December 1-31. Classes can be taken prior to the enrollment process, given that all courses are completed within a 2-year time period. Candidates must have the approval of their first-line supervisor in order to participate.

Governor's Minority Management Trainee Program

The Commonwealth of Kentucky is an equal opportunity employer. The Governor's Minority Management Trainee Program is a collaborative effort between the Governor's Office of Minority Empowerment, and Office of Diversity, Equality & Training to increase preparedness and promote leadership opportunities for minority employees. The program provides the foundational training for participants who also benefit from a variety of personal and professional development opportunities. For more information call (502) 564-8000 or visit https://personnel.ky.gov/Pages/AffirmativeAction.aspx.

MISSION

The mission of the Governor's Minority Management Trainee Program is to promote and manage a leadership development program that impacts all minority representation in Kentucky State Government management and leadership positions.

HISTORY

The Governor's Minority Management Trainee Program was created by Executive Order in August 1995. It is the first such program of its kind in the nation. This recruitment and professional development tool was established to increase the representation of minority managers in state government. This program offers an experience that enables participants to cultivate the skills needed to serve Kentucky's citizens in an effective and responsive manner. Participants receive in-depth, practical training through classroom instruction, on-the-job experiences and special projects.

TRAINEE PROGRAM COMPONENTS

- Management Development Classroom Training
- Special Projects Leadership in Action
- Networking Opportunities
- Coaching
- Career Portfolio Development and Distribution

Where Do I Go From Here?

Planning gives you the necessary focus to create specific steps to follow the target areas most important to you. By setting an overall goal, breaking it into smaller pieces, and then figuring out what steps to take, you'll be able to grow in your current job or go for the promotion, build your skills further, and do what you want to do!

**Planning your own development can seem like an overwhelming task,
but with a simple plan it can be highly satisfying, and even fun!**

Ask yourself the following questions:

- **What are my strengths?**
  What are those things you do well and enjoy doing?

- **What are my areas for improvement?**
  Where do you need to increase your skills to meet the changing needs of your current job as well as your future career goals?

- **What are my overall goals?**
  Think about where you would ultimately like to be in your career.

eLearning Opportunities

Our eLearning courses are web-based modules that allow for self-directed learning. Learners are able to access the course content and materials at a time and place that is convenient to their schedule and to proceed at a pace that suits their need. ODET provides these courses to meet the demands of employees who may not be able to attend our instructor led offerings.

Please visit the KELMS website to access and participate in your e-learning courses.

The following is the list of courses being offered online and that are available to participate in at any time:

- Americans with Disabilities Act
- Anti-Harassment Awareness
- Basics of Effective Meetings
- Customer Service
- Customer Service Spanish I
- Customer Service Spanish II
- Executive Branch Ethics
- Fundamentals of Safety and Health
- Managing Employee Performance Online
- Overview of the Merit System
- Valuing Employee Input
- Workplace Violence Prevention for Employees
- Workplace Violence Prevention for Supervisors
- KELMS Basics of Navigation
- KELMS Manager Basics

Class Name: Americans with Disabilities Act

Course Code: 55790CBTPGDWCADA105

The Personnel Cabinet's Office of Employee Relations provides an introductory awareness of Americans with Disabilities Action (ADA) concepts and principles to employees of the Commonwealth of Kentucky.

Course Objective:
- Provide the learner with the basic principles, core concepts, resources, and best practices for interacting with persons with disabilities regarding the Americans with Disabilities Act and the ADA amendments.

Intended Audience:
All employees

Estimated Class Length:
2.0 Hours

Class Name: Anti-Harassment Awareness
Course Code: 55790CBTPGDWCAHA104

This training defines harassment and educates employees as to the parameters of offensive and inappropriate behavior for the workplace. This training also explores personal and agency liability for harassment and hostile work environments and details a complainant's filing options.

Course Objective:
The goal of this training is to define harassment in the workplace and make employees familiar with some of the things that can constitute unwelcome conduct or create a hostile work environment, explain the agency's liability, and inform employees of their complaint filing options.

Intended Audience:
All employees

Estimated Class Length:
2.0 Hours

Class Name: Basics of Effective Meetings
Course Code: 55790CBTPGDPSEM104

The goal of this module is to help you understand the basic guidelines that will assist you and your group in conducting effective meetings.

Course Objective:
Upon completing this module, you should be able to:

-Discuss the benefits of conducting a meeting
-Determine if a meeting is needed
-Utilize recommended guidelines for conducting effective meetings
-Recognize different formats for holding a meeting and their
  benefits

Intended Audience:
All employees

Estimated Class Length:
4.0 Hours

Class Name: Executive Branch Ethics
Course Code: 55790CBTPGDWCEBE107

The Executive Branch Ethics Commission partnered with ODET to familiarize you, an employee of the executive branch of state government, with the Executive Branch Code of Ethics (the "Ethics Code"). The Ethics Code was enacted by the state legislature in 1992 and is contained in Kentucky Revised Statutes Chapter 11A. The Ethics Code establishes the ethical standards that govern the conduct of all executive branch employees and was enacted to promote public confidence in the government of the Commonwealth and its employees. The Executive Branch Ethics Commission is an independent agency of the Commonwealth which has been given the responsibility of administering and enforcing the provisions of the Ethics Code.

While the training is designed as an introductory course for those not already familiar with the Ethics Code, it can also be used as a refresher for those who have not had ethics training recently.

Course Objective:
This workshop will help you with knowledge transfer to raise awareness.

Intended Audience:
All employees

Estimated Class Length:
4.0 Hours

Class Name: Customer Service
Course Code: 55790CBTPGDPSCS110

The purpose of this course is to assist employees in understanding what customer service means specifically to state government and how to provide exceptional customer service at the individual and agency level. The main topics addressed in the module include:

Course Objective:
This workshop will help you identify:
- The importance of delivering exceptional customer service within state government
- Customers and their needs
- Key elements for creating a culture of service
- The benefits that excellent customer service brings to state government
- Service Recovery

Intended Audience:
All employees

Estimated Class Length:
3.0 Hours

Class Name: Customer Service Spanish I
Course Code: 55790CBTPGDISBBS101

This course on basic Spanish is designed to teach you a few short customer service phrases.

Course Objective:
This workshop will help you identify:
- Spanish vowels and consonants
- Common customer service phrases
- Days of the week
- Numbers 0-10

Intended Audience:
All employees

Estimated Class Length:
2.0 Hours

Monday. . .lunes

Tuesday . . .martes

Wednesday. . .miércoles

Thursday . . . jueves

Friday . . .viernes

Saturday. . .sábado

Sunday. . .domingo

Class Name: Fundamentals of Safety and Health
Course Code: 55790CBTPGDFSH100

CSE

The Personnel Cabinet's Office of Employee Relations partnered with ODET to provide the Fundamentals of Safety and Health, a basic course designed to introduce participants to general safety rules and regulations and to ensure safety compliance in the workplace.

Course Objective:
This workshop will help you increase safety awareness and help prevent safety-related incidents.

Intended Audience:
All employees

Estimated Class Length:
3.0 Hours

Class Name: Managing Employee Performance
Course Code: 55790CBTPGDMSBMEP107

Managing employee performance is an integral responsibility for all supervisors and managers throughout the year. This workshop explores the relationship between organizational and individual performance; the phases of the performance management process; and how to conduct effective performance goal setting, feedback, and employee development. This workshop provides an overview of performance management. This course does NOT satisfy the compliance training requirement that is mandatory for all supervisors.

Course Objective:
Upon completing this module you should be able to:
- Discuss the importance of effectively managing employee performance
- Recognize the 3 phases that make up the performance management process
- Establish SMART performance objectives
- Effectively coach employees for maximum performance
- Utilize the recommendations for involving employees in the performance management process

Intended Audience:
Managers

Estimated Class Length:
3.0 Hours

Class Name: Overview of the Merit System
Course Code: 55790CBTPGDMSBOMS110

Understanding the merit system is an integral responsibility for all supervisors and managers responsible for managing employees in the Executive Branch who work in the classified service. This workshop provides an overview of the merit system and how it provides a foundation for personnel management.

Course Objective:
Upon completing this module you should be able to:
- Define the merit system and why it exists
- Define statutes versus regulations and how they work together
- Identify appropriate statutes and regulations for given scenarios
- Distinguish between the roles that come into play within the merit system

Intended Audience:
Managers

Estimated Class Length:
3.0 Hours

Class Name: Valuing Employee Input
Course Code: 55790CBTPGDVEI100

Your employees can be a valuable resource for improving and strengthening your organization.

Course Objective:
This module will cover:
- The benefits of employee input
- How to encourage employees to share ideas and suggestions
- How to effectively solicit employee input
- How to provide positive feedback to employee input

Intended Audience:
Supervisors

Estimated Class Length:
2.0 Hours

Class Name: Workplace Violence Prevention For Employees
Course Code: 55790CBTPGDWCWVP103

The Personnel Cabinet's Office of Employee Relations partnered with ODET to define violence, discuss statistics on violence in the workplace in Kentucky, review the Personnel Cabinet's policy statement on violence in the workplace prevention strategies, and discuss options for handling violent behavior in the workplace.

Intended Audience:
All employees

Estimated Class Length:
4.0 Hours

Class Name: Workplace Violence Prevention For Supervisors
Course Code: 55790CBTPGDWCWVP102

The Personnel Cabinet's Office of Employee Relations partnered with ODET to provide guidance to supervisors in the areas of defining violence, discussing statistics on violence in the workplace in Kentucky, reviewing the Personnel Cabinet's policy statement on violence in the workplace prevention strategies, and discussing options for handling violent behavior in the workplace.

Intended Audience:
Supervisors

Estimated Class Length:
4.0 Hours

Class Name: KELMS Basics of Navigation
Course Code: 55790CBT TECKELMSBN100

Kentucky Enterprise Learning Management System (KELMS) is the new statewide system that allows all state employees the ability to access their training from one spot. This online course will help you learn the basic navigation and functions you can perform in the system.

Intended Audience:
All Employees

Estimated Class Length:
2.0 Hours

Class Name: KELMS Manager Basics
Course Code: 55790CBTTECKELMSMB100

Kentucky Enterprise Learning Management System (KELMS) is the new statewide system that allows all state employees the ability to access their training from one spot. This online course will help you learn the basic navigation and functions you can perform in the system as a supervisor/manager.

Intended Audience:
Supervisors

Estimated Class Length:
2.0 Hours

Instructor Led Training

Our instructor led workshops are just one means of providing learning delivery. ODET is committed to providing a variety of learning methods to meet the diverse needs of our learners. Instructor led workshops provide a hands on experience where the learning process is guided by a facilitator. This type of training allows for immediate feedback, questions and answers, manipulation and changeable delivery to suit the needs of learners in a real-time environment.

Class Name: Anti-Harassment
Course Code: 55790ILTPGDWCAHT104

Anti-Harassment Training provides trainees with a broad understanding of harassment and discrimination in the workplace. The training's topics include: defining harassment, the Personnel Cabinet's Policy Statement on Harassment Prevention, identifying unwelcome conduct and hostile environment, understanding agency liability and retaliation, and familiarizing trainees with the complaint filing options for state employees. This training is offered in both classroom and online formats.

Course Objectives:
At the conclusion of this workshop, participants should be able to:
- Define harassment
- Identify unwelcome conduct
- Identify hostile environment
- Understand agency liability

Intended Audience:
All employees

Estimated Class Length:
3.0 Hours

Class Name: Bridging the Generation Gap in the Workplace
Course Code: 55790ILTPGDWCBGGW107

Bridging the Generation Gap in the Workplace addresses the growing concerns over generational conflict in our work environments. For the first time in American history, there are four distinct generations in the workplace. In this interactive training, participants will identify the four generations and discuss the experiences/events that shaped the group characteristics of each, identify the problems associated with the generation gap, compare and contrast the value and potential outcomes of generational interaction, and develop strategies for effective cross generational communication. This training is offered in a classroom format.

Course Objectives:
At the conclusion of this workshop, participants should be able to:
- Identify four generations
- Identify problems associated with generational gaps
- Value generational interaction
- Develop strategies for effective communication

Intended Audience:
All employees

Estimated Class Length:
3.0 Hours

Class Name: Building Trust
Course Code: 55790ILTPGDISBBT107

Fundamentally, trust is the cornerstone for everything you'd like your organization to be now and for everything you'd like it to become in the future. Trust forms the foundation for effective communication, employee retention, and employee motivation and contribution of discretionary energy, the extra effort that people voluntarily invest in work. When trust exists in an organization or in a relationship, almost everything else is easier and more comfortable to achieve.

Course Objectives:
At the conclusion of this workshop, participants should be able to:
- Define trust
- Build trust through behaviors of sincerity, care, abilities, and results
- Communicate to rebuild trust
- Create a personal action plan to increase trust with self and others

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Business Writing
Course Code: 55790ILTPGDPSBW101

Today people judge individuals and organizations on the proper use of the English language. Words are the foundation of our interaction with each other. They communicate definite impressions. This course looks at what you need to know before you write, how to write, and how to edit your words. During this workshop participants will look at sentence structure, the choice of words, and the tone of all interactions in written form. Business writing is different from the writing most students are taught. Managers expect a certain level of communication, and employees must demonstrate proficiency in the communication required for the position.

Course Objectives:
At the conclusion of this workshop, participants should be able to:
- Communicate written ideas clearly, accurately, and professionally
- Communicate effectively in letters, e-mails, job procedures, guidelines, and reports
- Communicate positively the correct message

Intended Audience:
All employees

Estimated Class Length:
6.5 Hours

Class Name: Career Development
Course Code: 55790ILTPGDPSBCD100

Career development is the process of managing your life, learning and work.

Peter Tatham, Past Executive Director, Career Industry Council of Australia says the quality of the career development process significantly determines the nature and quality of individuals' lives: the kind of people they become, the sense of purpose they have, the income at their disposal. It also determines the social and economic contribution they make to the communities and societies of which they are part.

The career development process starts with you getting to know yourself and then matching your interests, aspirations and skills with options for study and work.
Retrieved from http://www.ncdw.com.au/index.php/definition---what-is-career-development.html

Course Objectives:
At the conclusion of this workshop, participants should be able to:
- Value the Benefits of Continuously Growing Skills
- Examine the Importance of Career Development
- Recognize There Are Different Paths to Development

Intended Audience:
All employees

Estimated Class Length:
2.0 Hours

Class Name: Communication Skills: Creating and Sharing Meaning
Course Code: 55790ILTPGDISBCS103

Effective communication is all about conveying your messages to other people clearly. It's also about receiving information that others are sending to you with as little distortion as possible. Communication is only successful when both the sender and the receiver understand the same information as a result of the communication.

Course Objectives:
At the end of this session, participants will be able to:
- Define the meaning of communication
- Outline the process behind communicating with the intent to be understood
- Recognize the importance that non-verbal cues bring to a conversation
- Minimize barriers to communicating effectively
- Evaluate their personal communication style and interpret the similarities and differences of other styles in order to flex when necessary to facilitate understanding

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Instructor Led Training

Class Name: Conflict Management
Course Code: 55790ILTPGDISBCM104

The concept of "we can't change other people, we can only change ourselves" gives us power in how we deal with others. We can choose how we'll react, interact, and develop working relationships – even the difficult ones. Conflict Management provides tools to handle stressful situations that can arise at work.

Course Objectives:
This workshop will help you understand:
- Five individual styles of coping with conflict
- Which is your preferred style
- When it's appropriate to use each style
- The pitfalls of using your preferred style all the time
- Steps toward conflict resolution between individuals

Intended Audience:
All employees

Estimated Class Length:
6.5 Hours

Class Name: Coping With Difficult Behaviors
Course Code: 55790ILTPGDISBCDB105

You may not be able to change difficult people, but you can minimize their impact on you. Coping strategies allow you to act and overcome in any given situation. This workshop will introduce you to a review of six difficult behavior types and appropriate coping techniques for each.

Course Objectives:
This workshop will help you:
- Recognize your own behavioral triggers
- Regulate your own behavioral responses
- Apply coping techniques appropriate for difficult behavior types

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Creative Thinking
Course Code: 55790ILTPGDCTSCT101

Much of the thinking in formal education emphasizes analysis skills--teaching students how to understand claims, follow or create a logical argument, figure out the answer, eliminate the incorrect paths, and focus on the correct one. However, there is another kind of thinking, creative thinking, that focuses on exploring ideas, generating possibilities, and looking for many right answers rather than just one. Both of these kinds of thinking are vital to a successful working life.

Course Objectives:
This workshop will help you understand:
- Stages and guidelines of brainstorming
- How to break through creative blocks
- Ways to generate many ideas

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Critical Thinking
Course Code: 55790ILTPGDCTSCT103

No matter what your circumstance or goals, no matter where you are, or what problems you face, you are better off if your thinking is skilled. As a manager, leader, or employee – in every realm and situation of your life – good thinking pays off. We all have multiple choices to make. We need the best information to make the best choices. The goal is to become better in our thinking and to make significant gains in the quality of our thinking.

Course Objectives:
This workshop will help you understand:
- Define critical thinking
- Identify the elements of reasoning
- Criticize their own thinking
- Recognize the RED model of critical thinking

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Developing Character
Course Code: 55790ILTPGDISBDC107

This workshop helps employees identify a universal code of conduct and determine the best course of action when faced with ethical dilemmas. Employees will evaluate their character, consider how their character relates to their responsibilities as public servants, and learn steps to making ethical decisions.

Course Objectives:
This workshop will help you understand:
- Define character;
- Identify the "Six Pillars of Character®;"
- Identify steps to ethical decision making;
- Identify the role of the Executive Branch Ethics Commission; and
- Understand the Whistleblower Act.

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Character
is the
real foundation
of all
worthwhile
success.
- John Hays Hammond

Class Name: Embracing Diversity in the Workplace
Course Code: 55790ILTPGDWCEDW106

This training explores various topics concerning our changing workforce and work environments. Through an interactive format, trainees will discuss diversity topics, including: the definition of diversity, the business case for diversity & inclusion, the changing demographics of America, the personal barriers to inclusion (prejudice, bias, stereotypes, etc.), the organizational barriers to inclusion (communication, generation gap, policies & procedures, etc.), the impact of self-awareness and perception on inclusion, and the strategies for raising diversity awareness and cultural competency. This training is offered in a classroom format.

Course Objectives:
This workshop will help you understand:
- Define diversity
- Identify personal barriers to inclusion
- Identify organizational barriers to inclusion
- Develop strategies for raising diversity awareness

Intended Audience:
All employees

Estimated Class Length:
3.0 Hours

Class Name: Employee Discipline and Documentation
Course Code: 55790ILTPGDMSBEDD115

This workshop discusses an overall view and best practices of employee discipline and documentation. You will still need to follow your agency's policy and procedures with any personnel actions.

Course Objectives:
This workshop will help you understand:
- Define and distinguish between corrective action and disciplinary action;
- Identify the types of disciplinary issues;
- Identify the typical steps in progressive discipline;
- Identify the roles of the manager, human resources and legal offices, Personnel Cabinet, and Personnel Board in employee discipline; and
- Appropriately document employee performance problems.

Intended Audience:
This workshop is intended for managers and supervisors within Kentucky state government.

Estimated Class Length:
6.5 Hours

Class Name: Foundations of Leadership
Course Code: 55790ILTPGDLDFOL105

Leadership is a way of being, not a position. In this course, you will get an overview of the seven major areas of leadership using The Clemmer Group's Leadership Wheel model. Growing your leadership is a dynamic process and begins on the inside of you then extends out to others. You can lead others well if you lead yourself well.

Course Objectives:
This workshop will help you understand:
- What is leadership
- Leadership roles
- How management and leadership complement each other
- Leadership Wheel model

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Hiring & Selection Process: Best Practices
Course Code: 55790ILTPGDMSBHSP110

The target audience is hiring managers in Kentucky state government. This workshop provides an overview of best practices in the selection process from the beginning preparation steps; through a behavioral interview process; evaluating candidates' qualifications and recommending the selected candidate; and concluding the process. This training focuses on filling positions within the classified service of the Chapter 18A merit system, the overwhelming majority of positions in state government. The concepts presented, however, provide valuable guidance for any hiring manager in selecting the best qualified candidate, in a manner that is legally defensible.

Course Objectives:
At the end of this session, participants will be able to:

- Establish screening criteria based on knowledge, skills, and experience necessary to be successful in a given position;
- Utilize structured behavioral interviewing techniques to maximize the value of the interview process;
- Recognize acceptable and unacceptable legal practices;
- Evaluate and recommend candidates for appointment or promotion in compliance with applicable statutes and regulations; and
- Understand information that should be maintained for documenting the selection process.

Intended Audience:
Hiring managers

Estimated Class Length:
6.5 Hours

Class Name: Introduction to Project Management
Course Code: 55790ILTPGDLDIPM204

If you struggle with managing the unmanageable, this workshop is for you. Projects are a way of life in both technical and non-technical disciplines. Examples include management of human resources, finance, procurement of equipment, and implementation of strategic plans. This workshop offers an introductory overview of project management with practical advice for a step-by-step approach.

Course Objectives:
This workshop will help you understand:
- The phases and components of the project management life cycle
- The triple constraints on a project
- The components of a communication plan
- The components required to conduct a risk analysis

Intended Audience:
All employees

Estimated Class Length:
2 Days

Class Name: Introduction to Structured Behavioral Interviewing
Course Code: 55790ILTPGDMSBSBI201

This training, a companion to the "Hiring and Selection Process: Best Practices" workshop, focuses on just the structured behavioral interviewing step of the overall hiring process. It provides additional guidance on interviewing skills such as active listening and non-verbal communication, and opportunities for more in-class application of interviewing techniques.

Course Objectives:
At the end of this session, participants will be able to:

- Understand the concept of structured behavioral interviewing
- Conduct a job analysis
- Develop behavioral-style interview questions
- Employ structured interviewing techniques
- Evaluate interviews

Intended Audience:
All employees

Estimated Class Length:
3.5 hours

Class Name: Leadership Communication
Course Code: 55790ILTPGDLDLC203

The link between mere management and great leadership is communication. When you set the vision, you articulate it. When you plan, you tell people about it. When you delegate, you have a dialogue with your people about who does what. When you coach, you have a conversation about what's going right and what needs improvement. When you recognize, you do so with words and actions. And when you motivate, you do all the above in order to create the right conditions for people to feel connected, empowered, and able to contribute. All leadership comes back in one form or another to communication.

Course Objectives:
This workshop will help you:
- Identify communication techniques to build trust with others
- Identify communication techniques to drive results

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Managing Employee Performance
Course Code: 55790ILTPGDMSBMEP106

Managing employee performance is an integral responsibility for all supervisors and managers throughout the year. This workshop explores the relationship between organizational and individual performance; the phases of the performance management process; and how to conduct effective performance goal setting, feedback, and employee development. This workshop provides an overview of performance management. This course does NOT satisfy the compliance training requirement that is mandatory for all supervisors.

Course Objectives:
At the end of this session, participants will be able to:
- Discuss the importance of performance management and the three phases
- Establish strategic performance goals for employees
- Utilize the recommendations for involving employees in the performance management process
- Identify common rating errors when evaluating employee performance
- Coach for performance
- Utilize resources located on the Performance Management website

Intended Audience:
- Only supervisors who are responsible for managing employee performance and development.

Estimated Class Length:
4.0 Hours

Class Name: Managing Work Relationships
Course Code: 55790ILTPGDISBMWR102

Whether a top executive, middle manager, frontline supervisor or frontline worker, success depends largely on the ability to deal with other human beings. This workshop is designed to help participants become more effective in the critically important interpersonal dimension of their work.

Course Objectives:
This workshop will help you:
- Assess your own behavioral social style, identifying strengths and weaknesses
- Flex your behavioral social style to the styles of others for productive interaction and partnering
- Identify personal reactions when under stress
- Manage impact of others' behavior while under stress
- Apply general coping techniques when others are under stress

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Overview of the Merit System
Course Code: 55790ILTPGDMSBOMS100

This workshop provides Kentucky state government managers an overview of the basic tools needed to manage within the Chapter 18A merit system. It will allow them to gain a perspective on their roles and responsibilities and instruct them on how to navigate Kentucky regulations and statutes.

Course Objectives:
At the end of this session, participants will be able to:
- Define the merit system and why it exists
- Define statutes versus regulations and how they work together
- Identify appropriate KRS' and KAR's for given scenarios
- Distinguish among Legislature, Personnel Cabinet, Personnel Board, Appointing Authority and manager/supervisor roles.

Intended Audience:
This workshop is intended for managers and supervisors within Kentucky state government.

Estimated Class Length:
3.5 Hours

Class Name: Personal Accountability
Course Code: 55790ILTPGDSMPA100

Being accountable is about figuring out how you can make things better. Other people's actions and events aren't in your control, but your response to these situations and events is completely in your control. You can choose to be 100% accountable and responsible for your response. Topics covered are defining personal accountability, overcoming barriers of personal accountability, accountability assessment, and personal action plan.

Course Objectives:
This workshop will help you:
- Define personal accountability
- Overcome barriers to personal accountability
- Focus the direction of your thinking
- Ask better questions to lead to personal action
- Develop an action plan for personal accountability

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

Class Name: Running Effective Meetings
Course Code: 55790ILTPGDPSREM108

In today's workplace, meetings are inevitable. Ineffective meetings can rob organizations of time and productivity, resulting in dollars lost. Meetings can be an effective and efficient way to do business, but proper steps must be taken to ensure this. In addition, meeting leaders must exhibit certain skills before, during, and after a meeting in order for it to be considered a success.

Course Objectives:
This workshop will help you:
- Recognize the Benefits of a Face-to-Face Meeting

- Identify the Functions of a Meeting Leader

- Understand the responsibility of a meeting leader throughout the phases of the meeting process

Intended Audience:
All employees

Estimated Class Length:
3.5 hours

Class Name: Shared Accountability
Course Code: 55790ILTPGDSMSA200

Shared Accountability is about developing a culture where members of a team can be counted on to keep their commitments and agreements. As a team, we can achieve better results and enhance our goals. This workshop will build on the personal accountability foundation by providing practical methods and techniques for increasing both personal and shared accountability.

Course Objectives:
This workshop will help you:
- Describe the elements of an accountable work team culture
- Develop healthy peer-to-peer accountability discussion methods

Intended Audience:
All employees

Participants should complete Personal Accountability prior to taking this workshop.

Estimated Class Length:
3.5 hours

Class Name: Working Through Change
Course Code: 55790ILTPGDISBWTC106

Reorganizations, budget cuts, retirements, policies, procedures, office moves, … these are just some of the changes that face you at work. Are you ready to roll with the changes or are you hoping that "this too shall pass?"

This workshop will help individuals transition through ever-changing environments. A set of tools is offered to help you manage change and navigate the outcome you want.

Course Objective:
This workshop will help you:
- Identify the change and transition process
- Describe the five stages people typically experience during change
- Identify personal resilience strategies
- Identify proactive behavior choices

Intended Audience:
All employees

Estimated Class Length:
3.5 Hours

REGISTRATION

To register for a workshop, contact your KELMS training coordinator. If you do not know your training coordinator's name, check the ODET web site at https://personnel.ky.gov/Pages/ODE-Training.aspx.

The training liaison will give you information about workshops and explain your agency's registration procedures. If you cannot locate an appropriate training liaison for your agency, contact ODET and we will provide the assistance you need. For a calendar of upcoming workshops, go to the ODET website and click on the ODET calendar: https://personnel.ky.gov/Pages/ODE-Training.aspx.

CONFIRMATIONS

All participants receive confirmation of scheduled workshops by e-mail. Mark your calendar and notify your supervisor of the scheduled date. Participants are required to confirm their attendance upon receipt of the confirmation letter.

CANCELLATION

It is important for all participants to notify ODET at (502) 564-8170 as soon as possible if they are unable to attend a scheduled workshop. Early cancellation permits someone on the wait list an opportunity to attend in your place.

TRAINING LOCATIONS

Trainings are conducted in Frankfort in the Julian Carroll Academic Services Building on the campus of Kentucky State University and at the state office building at 801 Teton Trail. Workshops are also conducted at state parks, universities, and other facilities in an effort to meet the needs of employees throughout the state. The email confirmation you receive notifies you of the location of your workshop.

ACCESSIBILITY

ODET provides, upon request, reasonable accommodations including auxiliary aids and services necessary to afford an individual with a disability to participate in all services, activities, and programs. To request reasonable accommodations, including materials in an alternative format, contact Jamille Smith. Persons with hearing and speech impairments may contact ODET by using the KY Relay Service, a toll-free telecommunication device for the deaf (TDD). For voice to TDD, call 1-800-648-6057. For TDD to voice, call 1-800-648-6056.

COSTS

In keeping with KRS 164.357, organizational units share the cost of training at ODET on a pro rata basis. A formula is used for each biennial budget cycle that determines the amount each agency pays. This amount is built into the budget of each agency in the Executive Cabinet and other state agencies that choose to participate on a pro rata basis. If employees from any other state government agency or any agency of a county, city or other political subdivision take classes at ODET, the agency reimburses the state at a predetermined rate per day per employee.
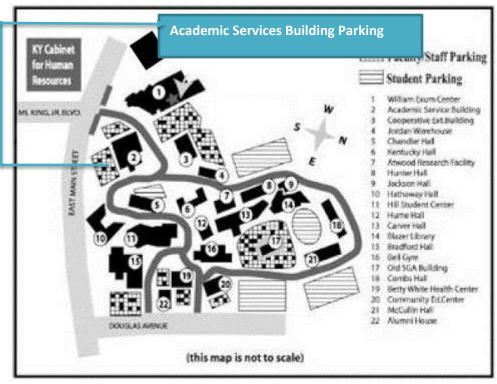
Directions

ODET classes are located on the campus of Kentucky State University (KSU) on the fifth floor of the Julian Carroll Academic Services Building (ASB). You may park in front of the Exum Center or at the ASB with your ODET parking pass displayed in the front window of your vehicle.

WEST TO FRANKFORT: (*Coming from Lexington or Ashland*) Take I-64 West to exit 58 (Frankfort/Versailles). Turn right off of the exit ramp onto Versailles Road (Highway U.S. 60) and continue about one mile. Turn left at the third traffic light onto the East-West Connector (Highway 676) and continue about two or three miles. Turn right onto Martin Luther King, Jr. Boulevard, and move to the left lane.   The KSU campus is straight through the traffic light.

EAST TO FRANKFORT: (*Coming from Louisville*) Take 1-64 East to exit 53B (Lawrenceburg/Frankfort). Turn right off of the exit ramp onto U.S. 127 North. Proceed down to the right hand lane and turn right onto the East-West Connector (Highway 676). Turn left at the fifth light, which is Martin Luther King Jr. Boulevard Stay in the left lane and keep straight through the traffic light.

SOUTH TO FRANKFORT: (*Coming from Covington*) Take 1-75 South to Lexington. Take I-64 West to exit 58 (Frankfort/Versailles). Turn right off of the exit ramp onto Versailles Road (Highway U.S. 60) and continue about one mile. Turn left at the third traffic light onto the East-West Connector (Highway 676) and continue about two or three miles. Turn right onto Martin Luther King, Jr. Blvd., and move to the left lane. The KSU campus is straight through the traffic light.

Academic Services Building Parking

KY Cabinet for Human Resources

MLKING, JR. BLVD.

EAST MAIN STREET

DOUGLAS AVENUE

Faculty/Staff Parking
Student Parking

1 William Exum Center
2 Academic Service Building
3 Cooperative Ext Building
4 Jordan Warehouse
5 Chandler Hall
6 Kentucky Hall
7 Atwood Research Facility
8 Hunter Hall
9 Jackson Hall
10 Hathaway Hall
11 Hill Student Center
12 Hume Hall
13 Carver Hall
14 Blazer Library
15 Bradford Hall
16 Bell Gym
17 Old SGA Building
18 Combs Hall
19 Betty White Health Center
20 Community Ed Center
21 McCullin Hall
22 Alumni House

(this map is not to scale)

PARKING:

You may park in front of the Exum Center or in the back of the ASB with your ODET parking pass displayed in the front window of your vehicle.